

Kentucky Cabinet for Health and Family Services

Electronic Visit Verification Frequently Asked Questions for Medicaid 1915(c) Home and Community Based Services Waivers



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Kentucky 1915(c) HCBS EVV FAQs

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Document Background

In 2016, the United States Congress passed the [21st Century Cures Act](#). Part of this legislation requires states to implement [electronic visit verification, or EVV](#), for certain services paid for through 1915(c) Home and Community Based Services (HCBS) Medicaid waivers. EVV is an electronic system used to capture at least six pieces of data about a provider's visit with a participant:

- Type of service
- Date of service
- Start time and end time of the service
- Location of the service
- Name of the person delivering the service
- Name of the person receiving the service

Providers delivering [in-home and community-based services](#) where participants receive support with activities of daily living (ADLs) and/or instrumental activities of daily living (IADLs) through the following waivers must begin using EVV **no later than January 1, 2021**: Acquired Brain Injury (ABI), Acquired Brain Injury Long Term Care (ABI LTC), Home and Community Based (HCB), Michelle P. Waiver (MPW), and Supports for Community Living (SCL).

The Department for Medicaid Services (DMS), on behalf of the Cabinet for Health and Family Services (CHFS), is publishing this Frequently Asked Questions (FAQs) document to help answer provider questions about EVV. These questions were collected from inquiries made to the [DMS Division of Community Alternatives \(DCA\)](#). DMS has modified some questions from the originally submitted language to be as clear as possible and not share case-specific details.

If you have additional waiver-related questions about EVV, please email MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.

For more information on EVV, visit <https://bit.ly/kywaiverEVVinfo>. We encourage affected providers to check the site regularly for updates and to sign up for email notification about EVV. Instructions on subscribing to email updates are available at <https://bit.ly/getkywaiverupdates>.

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EVV Basics

Q1: What is EVV?

Date Added: 06/08/20

EVV is an electronic system used to record data about the delivery of in-home or community-based services where participants receive support with ADLs and/or IADLs. A listing of affected services is available at <https://bit.ly/kyevvservices>. Per federal requirements, EVV systems must capture at least six data points: the type of service, the location of the service, the date of service, service start and end time, name of the individual providing the service, and name of the individual delivering the service.

Q2: Which services must use EVV?

Date Added: 06/08/20

The following services are required to use EVV:

- Acquired Brain Injury
 - Companion (Traditional and Participant Directed)
 - Personal Care (Traditional and Participant Directed)
 - Respite (Traditional and Participant Directed)
- Acquired Brain Injury Long Term Care
 - Community Living Supports (Traditional and Participant Directed)
 - Respite (Traditional and Participant Directed)
- Home and Community Based
 - Attendant Care
 - Home and Community Supports
 - Non-Specialized Respite (Traditional and Participant Directed)
 - Specialized Respite
- Michelle P. Waiver
 - Attendant Care (Traditional and Participant Directed)
 - Community Living Supports (Traditional and Participant Directed)
 - Homemaker (Traditional and Participant Directed)
 - Personal Care (Traditional and Participant Directed)
 - Respite (Traditional and Participant Directed)
- Supports for Community Living
 - Personal Assistance (Traditional and Participant Directed)
 - Respite (Traditional and Participant Directed)

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Q3: When do providers need to begin using EVV?

Date Added: 06/08/20

Providers must begin using EVV no later than January 1, 2021.

Q4: Why is DMS requiring the use of EVV?

Date Added: 06/08/20

The use of EVV is part of the [21st Century Cures Act](#) passed by Congress in 2016. Any state receiving federal Medicaid reimbursement for home health and personal care services must require the use of EVV.

While EVV is a federal requirement, providers and participants should benefit as it reduces the need for paper documentation, creates more flexibility for scheduling and delivering services, improves monitoring of participant health, safety, and welfare, and reduces potential Medicaid fraud, waste, and abuse.

Q5: What options do affected providers have for using EVV?

Date Added: 06/08/20

Providers have two options for EVV.

1. Providers can use the state-selected EVV vendor. [Tellus, LLC](#) will provide Kentucky's EVV application, which is used on a tablet or smartphone. Tellus is a national EVV company and has launched EVV systems in several states. Providers who choose the Tellus EVV application will be able to use it free of charge.
2. Providers can choose their own EVV system. Providers who use this option will be responsible to pay for the system, ensure it meets the requirements of the [21st Century Cures Act](#) and Kentucky EVV requirements, and that it integrates with Tellus EVV to allow DMS to reimburse for rendered services and conduct waiver quality assurance activities. DMS will release requirements for providers who intend to use their own systems soon.

Q6: How do providers get started using EVV?

Date Added: 06/08/20

The process of implementing EVV is underway in Kentucky. Providers will receive more information in the coming weeks. DMS is asking providers to take two actions at this time.

1. Please complete our Provider Information Survey at <https://bit.ly/evvcontactinfo>. This will give us helpful information about your agency, your EVV plans, and who to contact with EVV updates.
2. Please subscribe to email updates to help us ensure providers receive critical information about EVV. Instructions for subscribing are available at <https://bit.ly/getkywaiverupdates>.

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Q7: If a provider chooses the state-selected EVV vendor, will the provider receive training?

Date Added: 06/08/20

Yes, any provider required to use EVV who chooses the Tellus EVV application will receive training from Tellus. This includes provider agencies, financial management agencies (FMA), direct service providers (DSP), and participant directed services (PDS) employees. More information about training will be distributed soon. Please subscribe to email updates to help us ensure providers receive critical information about EVV. Instructions for subscribing are available at <https://bit.ly/getkywaiverupdates>.

Q8: Who should providers contact with questions about EVV?

Date Added: 06/08/20

Providers who have questions about the Tellus EVV system should contact Tellus at sales@4tellus.com.

Providers with questions about EVV as it relates to 1915(c) HCBS waiver policy should email MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.

Tellus EVV Application

Q9: Does DMS provide and maintain the device used with the Tellus EVV application?

Date Added: 06/08/20

No, DMS only covers the cost of the Tellus EVV application. It is up to the traditional provider agency (for DSPs) or the FMA (for PDS employees) to determine how employees should access the application.

DMS will release more information on EVV device requirements soon. Please check the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> regularly for updates and subscribe to EVV emails to ensure you do not miss any important information. Email subscription information is available at <https://bit.ly/getkywaiverupdates>.

Q10: How will waiver participants who have disabilities that prevent them from using a smartphone or tablet use the Tellus EVV app?

Date Added: 06/08/20

Waiver participants only use the Tellus EVV application to capture a signature confirming their services were provided according to what the service provider reports. If a participant is unable to sign, their legal representative can sign on their behalf or the reason the participant cannot sign can be entered in the application.

Q11: When DMS says the Tellus EVV application is free to providers, does that include the full platform and features??

Date Added: 06/08/20

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Yes, the full platform will be available to providers free of charge. There are no additional options at this time. If a provider decides to use the Tellus EVV application for non-Medicaid clients or for services outside those required to use EVV, additional fees will apply.

If a provider has questions about what features the Tellus EVV application includes, please email Tellus at sales@4tellus.com.

Service and Provider Specific Questions

Q12: Do case managers, support brokers, and service advisors need to use EVV?

Date Added: 06/08/20

No, case management/support brokers/service advisors are not required to use EVV. At this time, EVV is only used by providers of the services listed at <https://bit.ly/kyevvservices>.

Q13: Can providers of services that are not required to use EVV use the Tellus EVV application voluntarily?

Date Added: 06/08/20

No, not at this time. Once EVV is implemented for the required services, DMS will evaluate whether to expand use of the Tellus EVV application to other services.

Q14: Are providers of day programs or community-based services required to use EVV?

Date Added: 06/08/20

The use of EVV **is not** required for day programs. The use of EVV **is** required for community-based services where participants receive support with ADLs and/or IADLs. A listing of services that must use EVV is available at <https://bit.ly/kyevvservices>.

Q15: When a waiver participant receives respite in the community or somewhere other than their residence, does the employee need to use EVV?

Date Added: 06/08/20

Yes, the provider will still use EVV. The service will be designated as taking place in the community. A listing of services that must use EVV is available at <https://bit.ly/kyevvservices>.

PDS and EVV

Q16: Will PDS providers have to use EVV?

Date Added: 06/08/20

Yes, PDS providers delivering in-home or community-based services where a participant receives support with ADLs or IADLs are required to use EVV. A listing of PDS services that must use EVV is available at <https://bit.ly/kyevvservices>.

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Q17: Will EVV replace timesheets for PDS employees?

Date Added: 06/08/20

Yes. PDS employees will use EVV to record their hours worked. This should simplify the service documentation review process and allow PDS employees to get paid more quickly.

Q18: Does EVV eliminate the need for an FMA?

Date Added: 06/08/20

No, it will not. FMAs will use EVV to validate PDS timesheets and bill claims. EVV should make the service documentation review process easier for FMAs.

Q19: Will EVV eliminate the need for PDS sheets to be keyed in manually?

Date Added: 06/08/20

Yes. PDS employees will use EVV to record their hours worked. This should simplify the service documentation review process and allow PDS employees to get paid more quickly.